**Our Involvement Strategy**

The North East and North Cumbria Integrated Care System (NENC ICS) is the largest in England and is responsible for the health services of more than three million people across urban and rural areas.

We are one of the youngest ICS areas and we know that relationships are developing. Involvement and engagement already happens across the region in many different ways.

Involving and engaging partners, stakeholders and the public in planning, design and delivery of our services is essential if we are to get this right. Wherever, and whenever, possible we will include meaningful involvement as part of our work. We want people to help us design, develop and improve services by sharing their views and experiences. The people we listen to and involve need to reflect the communities we serve.

This framework outlines our ambition to develop a consistent standard across the region for our Integrated Care Board (ICB):

* Building on what we do well and valuing local relationships
* Going to where people are – and knowing we have to try harder to reach some people we don’t hear from well enough
* Supporting people to be meaningfully involved
* Being open about the challenges and opportunities we face – being transparent with the people who run and use our services
* Ensuring the recent, relevant lived experience of people using our services (and their families and carers) can help to inform service change and improvement.
* When people give up their time to share their input we should provide timely feedback about the impact it has had – you said, we did (or weren’t able to do because…)
* Use a range of engagement approaches
* Ensure involvement is part of all business case development and implementation
* Take opportunities to innovate – including exploring the creation of a NENC Citizen’s Panel
* Make information and opportunities to engage accessible to everyone in our community

We will only be able to do this effectively by working with our partners across the NHS and our local authorities, our diverse third sector and Healthwatch.

We will regularly monitor and reflect on our activity to ensure we are reaching our audiences effectively, and provide equal and appropriate opportunities for involvement and feedback.

On a project basis we will consider the following five key questions to engagement activity success:

* + - * 1. Did we identify clear objectives that support wider project, programme or organisational goals?
        2. Did we identify the right people and stakeholders (and any potential gaps)?
        3. Did we identify the right messages and methods for the participants?
        4. Did we identify a realistic set of outputs and activities?
        5. What did we learn and have we fed back to those involved